



***District of Columbia  
Interagency Council on  
Homelessness***



***ERSO Committee  
October 28, 2020***

# Meeting Agenda



- I. Welcome & Call to Order
- II. Updates
  - I. Winter Approved and Plan Posted (Link Shared)
  - II. Pat Handy
  - III. Quiet Hours
  - IV. Stimulus Checks
- III. Discussion
  - I. Communication of Winter Plan
  - II. Resources for Unsheltered Individuals
  - III. Election Preparation for Unsheltered
- IV. Updates & Announcements



Adjournment



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- V. Adjournment

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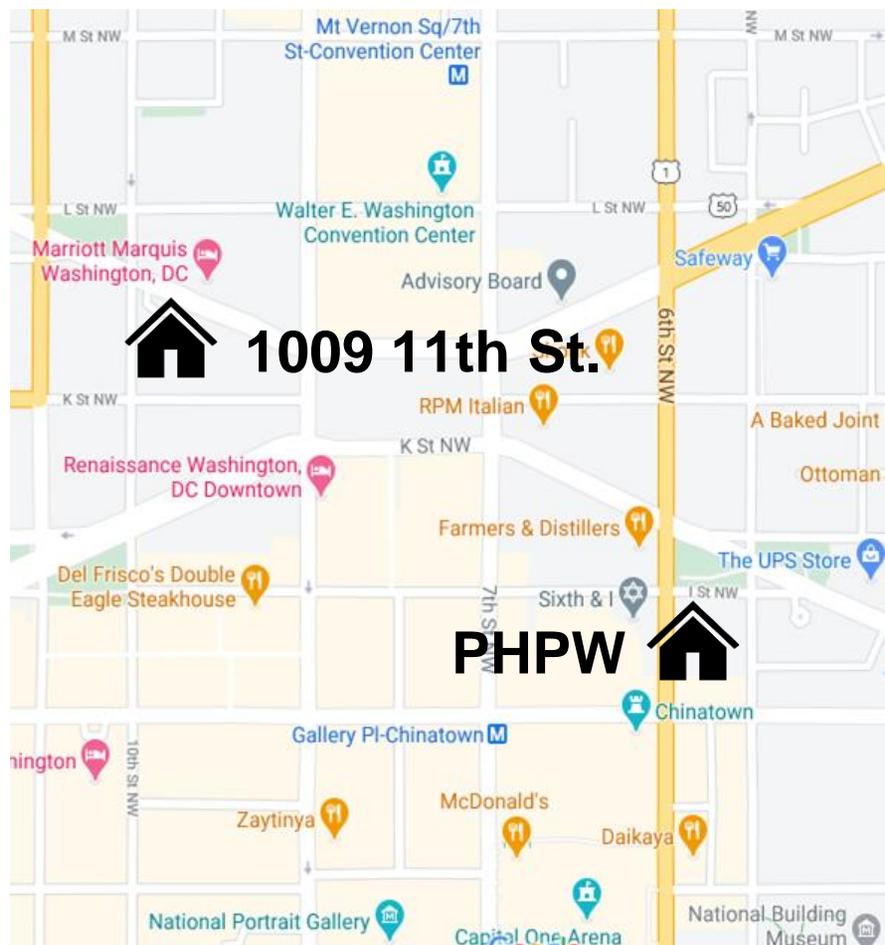


DC Department of Human Services

# Patricia Handy Place for Women Temporary Move

ERSO Update  
October 28, 2020

# Planned Temporary Relocation



- The Patricia Handy Place for Women (PHPW) will undergo renovations in the coming months.
- To ensure safety, all residents will be temporarily relocated while system upgrades and renovations are completed.
- Temporary location for the low-barrier program will be former Youth Hostel at 1009 11th Street NW.
- Renovations are expected to take approximately one year

# Proposed Timeline

Fall 2020\*



- Residents prepare for temporary relocation (packing of personal belongings - 2 bag maximum)

Fall 2020\*



- PHPW - including all services and supports - relocates to 1009 11th Street NW in Ward 2
- Residents move into temporary replacement shelter

Winter 2021\*



- Renovations begin at PHPW
- Residents continue to be supported in temporary replacement shelter, and engage in key social services and housing assistance to transition into permanent housing

Winter 2022\*



- Renovations complete at PHPW
- PHPW reopens

\*Dates are estimates and may change

# Program Operations

- No change to program operations or services provider
- Onsite services will continue to include:
  - Trauma-informed case management and connection to housing resources
  - 24 hour staffing and security
  - Meals and janitorial
- Committed to working with neighbors and business community to address any issues

# Modified COVID Operations in Low Barrier Shelters



24-Hour operations



Reduced census



Same shelter, same bed



Regular screenings



Grab and go meals



Enhanced cleaning



Bolstered hygiene supplies



Remote case management

# Contacts

**For general questions or community concerns.**

Melvyn Smith, Department of Human Services: [Melvyn.Smith2@dc.gov](mailto:Melvyn.Smith2@dc.gov)

**For questions about program operations.**

Schroeder Stribling, N Street Village: [SStribling@nstreetvillage.org](mailto:SStribling@nstreetvillage.org)

Kenyatta Brunson, N Street Village: [KBrunson@nstreetvillage.org](mailto:KBrunson@nstreetvillage.org)

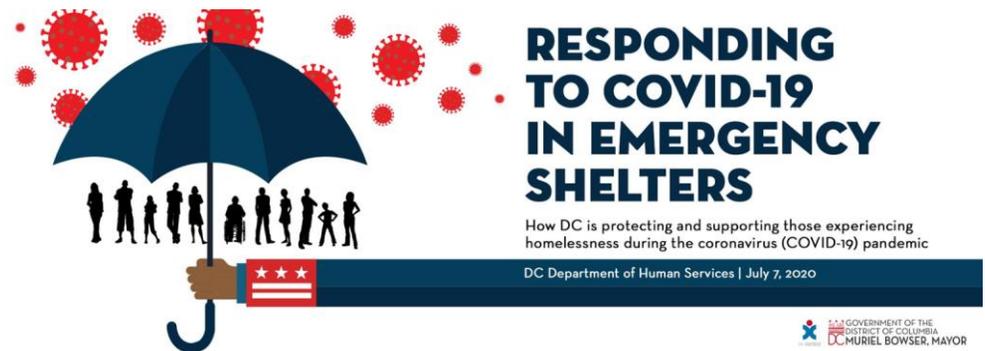
Jaqueena Manahan, N Street Village: [Jmanahan@nstreetvillage.org](mailto:Jmanahan@nstreetvillage.org)

**Data on DHS COVID response:**

<https://dhs.dc.gov/storyboard>

**Have a housing lead?**

[newleaseonlife@dc.gov](mailto:newleaseonlife@dc.gov)



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DC Department of Human Services

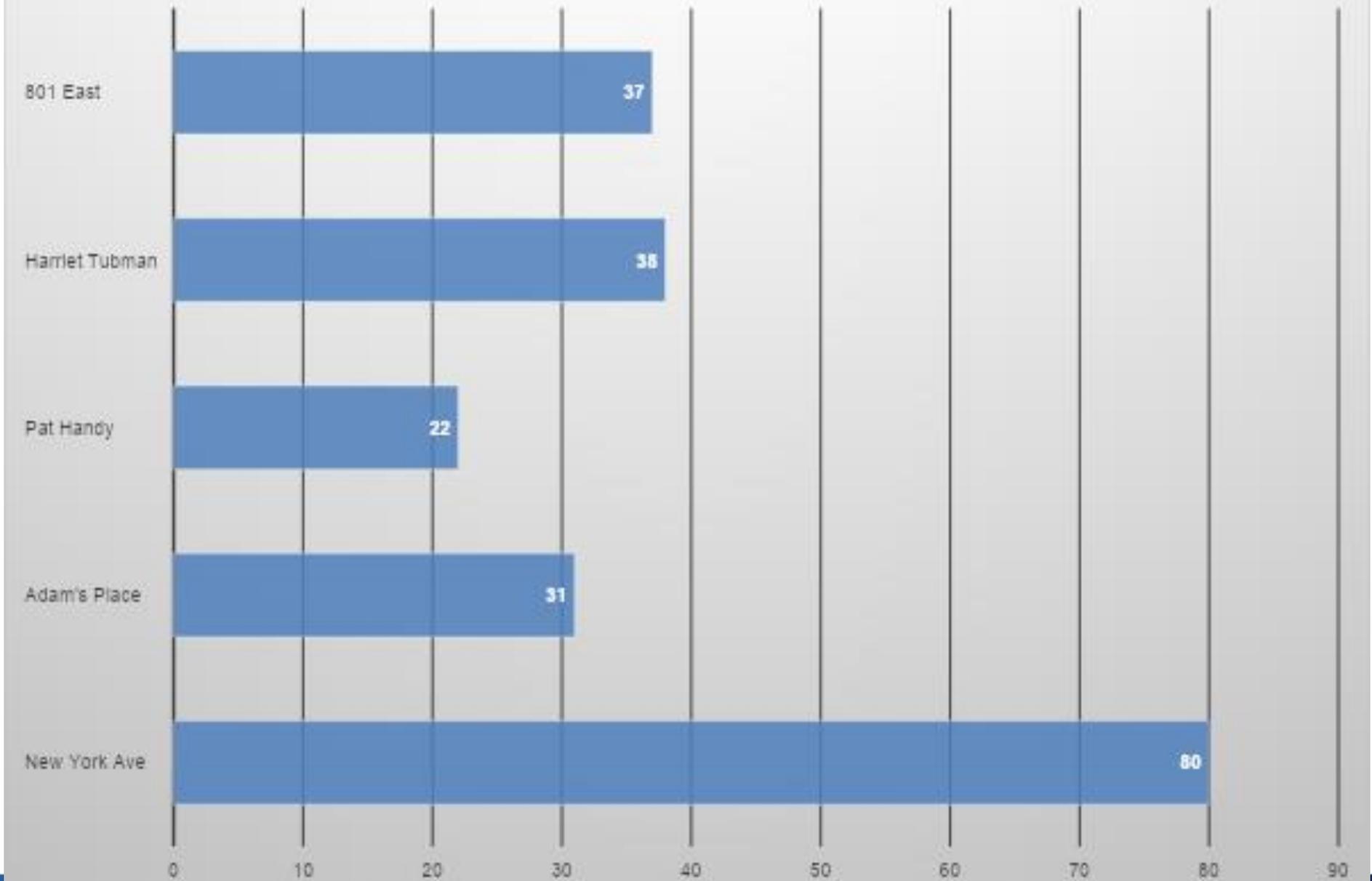
# Quiet Hours Survey Results

*October 23, 2020*

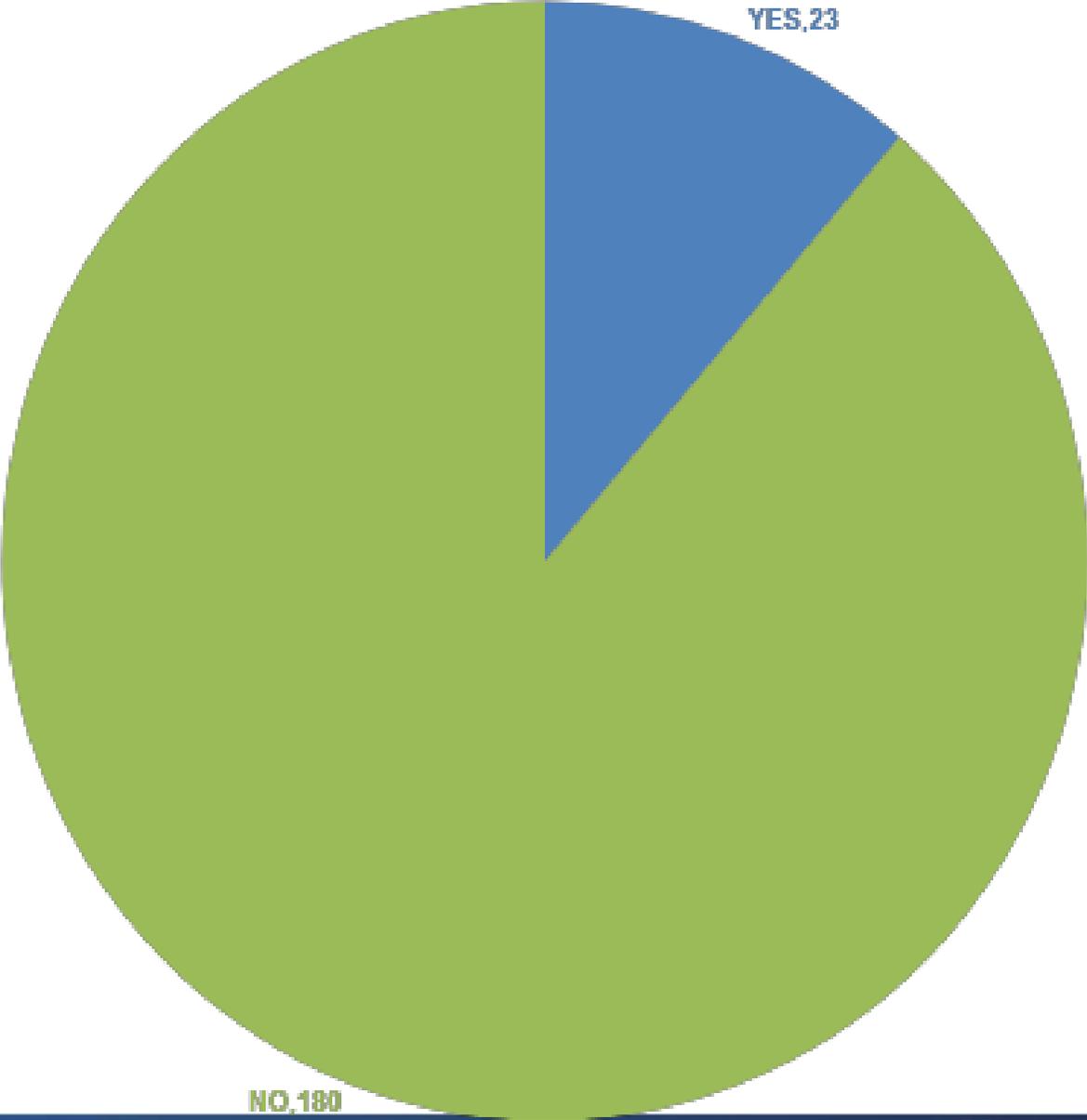
# Background

- Purpose of the survey was to get feedback from residents on a proposed policy to implement Quiet Hours between 12 am – 6 am.

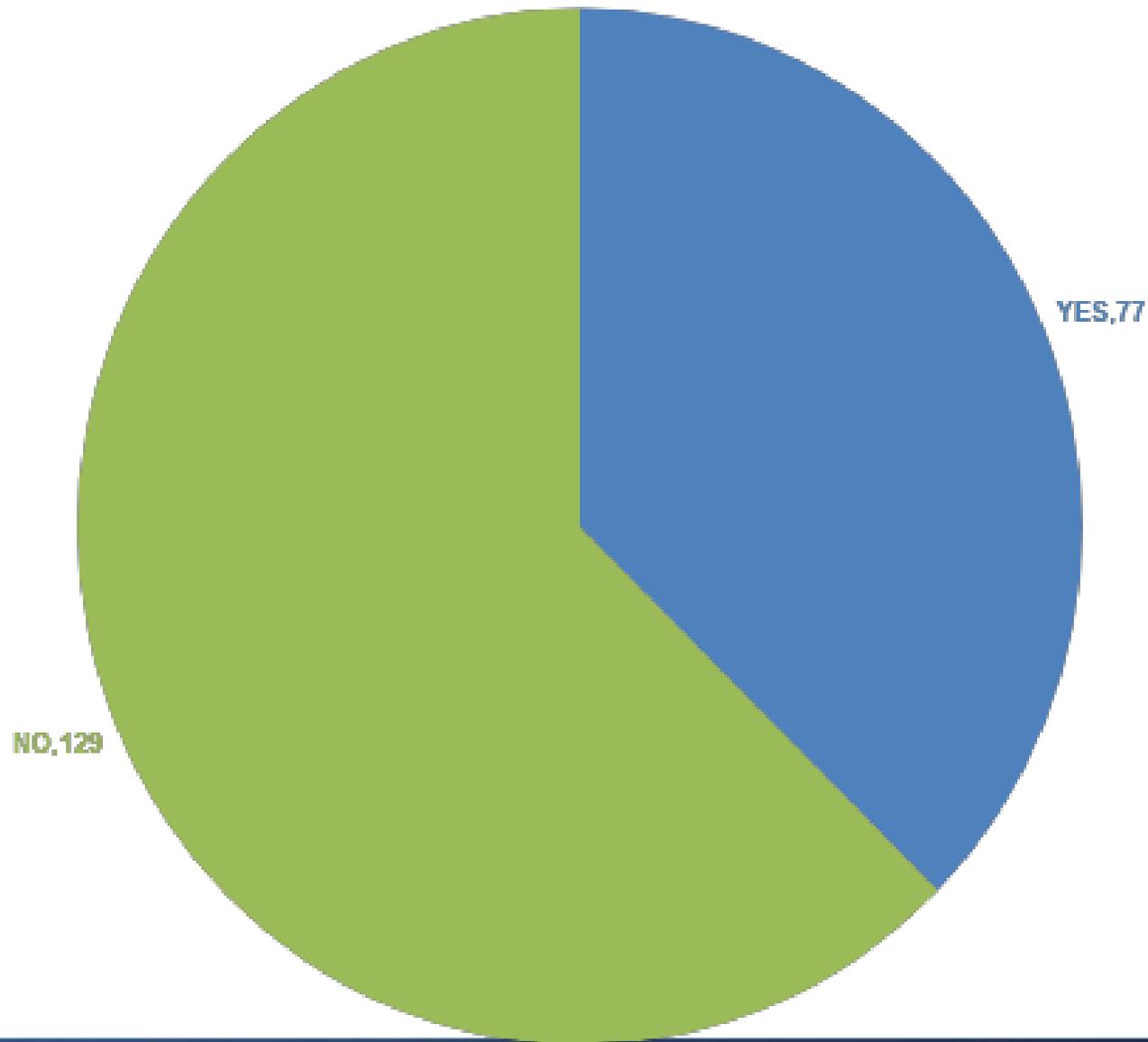
## Great Participation! 208 Completed Surveys



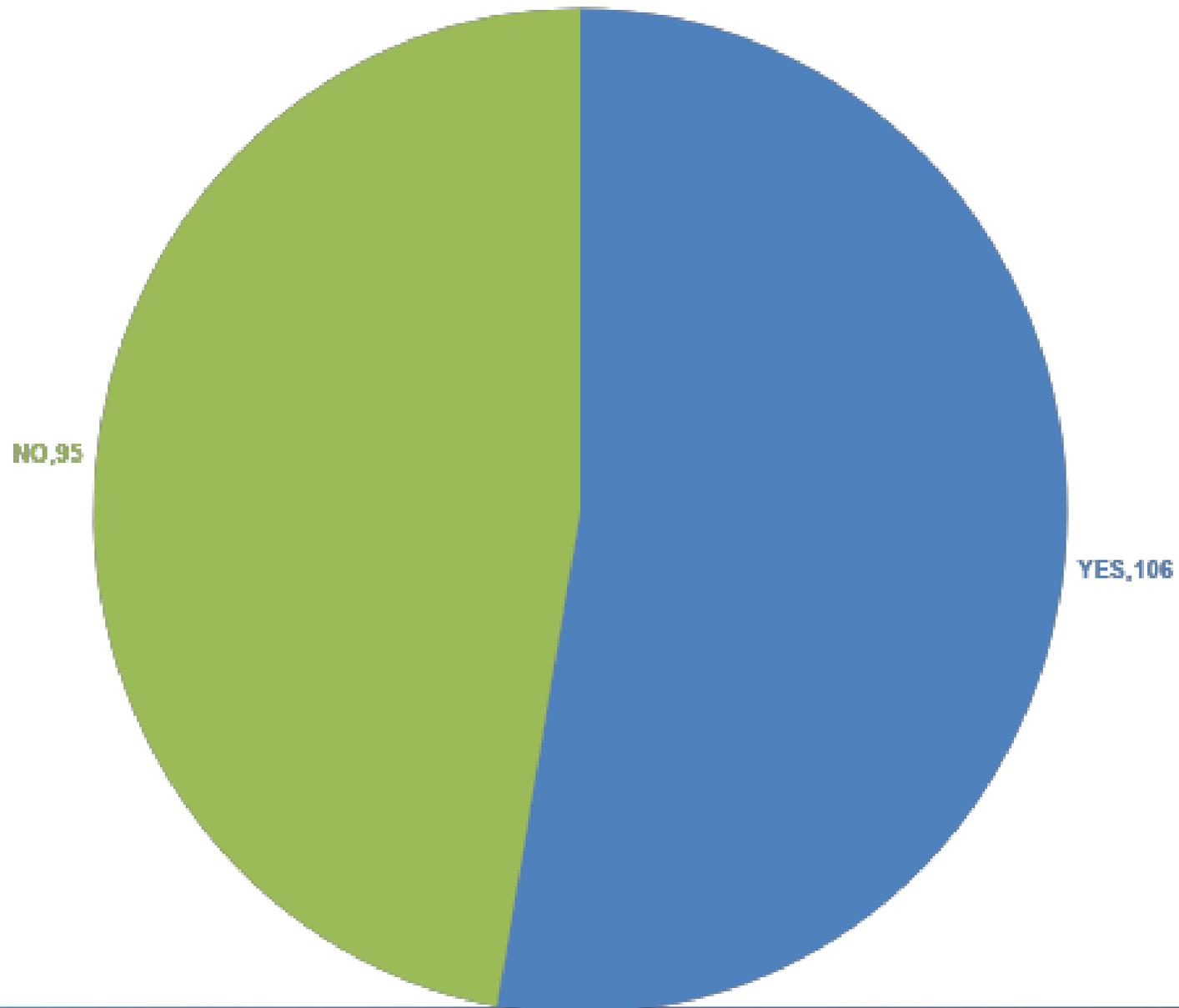
# Do you regularly leave the shelter at night between 12am and 6am?



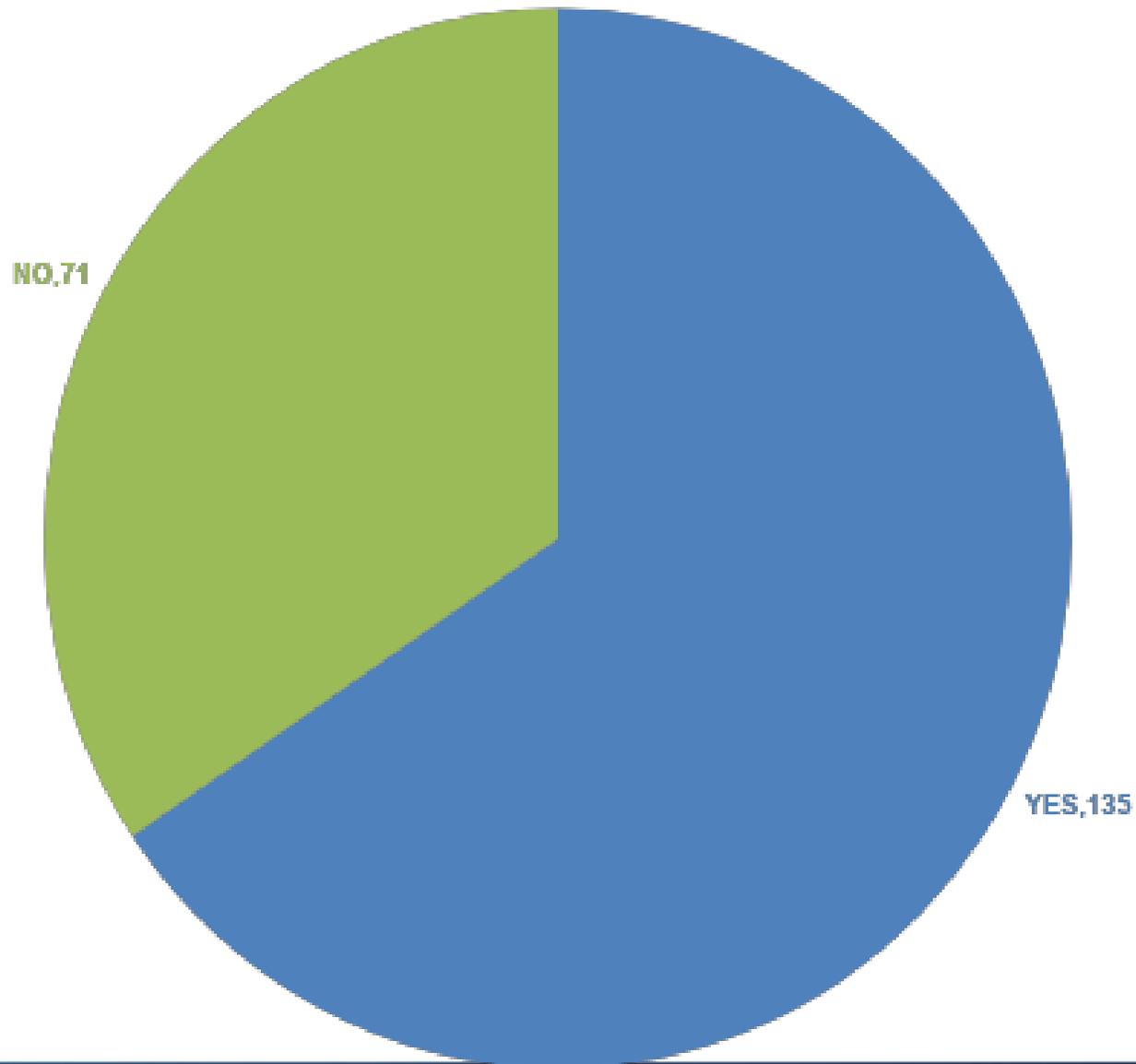
**Are you ever disturbed or awakened when someone leaves the dorm in the middle of the night?**



## Are you concerned about shelter safety in the middle of the night?



## Are you in favor of having a "Quiet Hours" policy at each low barrier shelter?



# If you answered “yes” to question #5, why?

- “For safety”
- “For the greater good! There’s a feeling like...’late night revolving door’ anything goes! It can be frightening!”
- “People go in and out late night and pick up drugs”
- “Because it is only fair to all residents to have proper times to rest and have peace”
- “The proposed policy is a good idea to keep residents and staff safe in the night hours and to keep disturbances down to a minimum”
- “Yes so I can sleep better”
- “It is time for some type of rule in place safety measures. Anything would help right now.”
- “I need quiet time to get well.”

# If you answered “no” to question #5, why?

- “Everything is fine the way it is.”
- “Unnecessary”
- “I do not believe in making grown men be quiet”
- “Because what if something comes up or you can’t sleep because it’s too hot”
- “Because I usually get up at 3 to 4am to smoke and call my loved ones so they know what I’m doing for that day”
- “This policy is too restrictive”

# Are you in favor of a different policy to create a safer and more peaceful space in shelter at night? Please describe.

- “focus instead on not letting barred people come back in”
- “It’s not the people coming in and out at night – it’s the people they allow to roam the halls and go into dorms that they don’t belong. Security should be stationed in the halls.”
- “If one ejects the true trouble maker this shelter would be safer and saner.”
- “Enforce the head phones rule.”
- “Make mandatory security guard in dormitory area 24/7 but especially at night”
- “Smoking in dormitories and the rest room is a big problem and playing music loudly in dorms”
- “the guards need to do their jobs”
- “Extra security guards in shelter”

# Next Steps

- Finalize policy language & exemptions
- Schedule Provider Meeting – share other policy recommendations & discuss implementation
- Target Date: Nov 1

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# Ensuring Access to Stimulus Checks



2 updates:

- 1) IRS Deadline and Resources
- 2) Outcomes of ICH Coordinated Efforts



# IRS Resources Continued



- ❖ In-person assistance:
  - Taxpayer Assistance Center located at 77 K Street NE
  - Walk-in offices are open by appointment
  - Call and schedule an appointment at 844-545-5640
  
- ❖ Email inquiries:
  - Managed by congressional office
  - Complete IRS privacy authorization form found on the website of Congresswoman Eleanor Holmes (<https://norton.house.gov/services/help-with-a-federal-agency>)

# Update on ICH Coordinated Efforts



## ICH coordinated efforts implemented in 2 Phases:

Phase	Locations	Activities
I	Fixed mailing address & dedicated case management support	Development/distribution of information TA support to providers to support clients complete IRS steps for non-filers
II	Low barrier shelters & meal locations (for delivering services to unsheltered individuals)	Originally, envisioned as a two- step process, leveraging VITA operations at Catholic Charities’ Financial Stability Network.  Ultimately, implemented as a one-step process for safe access to the IRS Non-Filer Tool. Managed by the ICH with funding from DHS and logistical support provided by TCP.

# Outcome of Phase II Activities



<b>Individuals Served</b>	<b>339</b> individuals engaged	<b>232</b> EIP Non-Filer Forms successfully submitted	
<b>Locations Served</b>	<b>8 shelters</b>		
	<b>Men:</b> <ul style="list-style-type: none"> <li>Adam's Place</li> <li>New York Ave</li> <li>801 East</li> </ul>	<b>Women:</b> <ul style="list-style-type: none"> <li>Harriet Tubman</li> <li>Pat Handy</li> </ul>	<b>Co-Ed:</b> <ul style="list-style-type: none"> <li>CCNV</li> <li>PEP-V1</li> <li>PEP-V2</li> </ul>
	<b>2 Meal Pick Up Sites</b> <ul style="list-style-type: none"> <li>SOME</li> <li>Downtown Day Services Center (DDSC)</li> </ul>		
<b>Staffed by</b>	<b>4 Agencies</b> <ul style="list-style-type: none"> <li>DHS (2 staff)</li> <li>DMHHS (2 staff)</li> <li>ICH (4 staff)</li> <li>MOCRS (1 staff)</li> </ul>	<b>1 Provider</b> <ul style="list-style-type: none"> <li>SOME (3 staff)</li> </ul>	
<b>Additional Support (facilitated by DHS' Partner, Sponsor &amp; Donor Coordinator)</b>	<b>7 individuals</b> <ul style="list-style-type: none"> <li>Airforce (6 volunteers)</li> <li>Pentagon (1 volunteers)</li> </ul>	<b>Peers Job Training Programs:</b> <ul style="list-style-type: none"> <li>DC Doors (5 Peers)</li> </ul>	

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# Communication of Winter Plan - Unsheltered



- Ensure unsheltered individuals are aware of the FY21 Hypothermia Season operations
- Received feedback from Outreach WG and Consumer Engagement WG on the best ways to share:
  - Initial plan
  - Updates throughout the season

# Communication: Initial Plan



- ❖ Communication of Initial Plan
  - Share hypothermia cards with shelter hotline number
  - Create flyers in English and Spanish
  - Have Outreach Providers perform special rounds to pass out flyers and answer questions
  - Have flyers circulated to meal sites/libraries and have announcements made at meal site locations
  - Encourage providers/consumers to sign up for AlertDC and HopeOneSource

# Communication: Updates



- ❖ Communication of updates throughout the season:
  - Have outreach providers perform rounds to notify individuals of updates
  - Update flyers for major changes and have them re-circulated to meal sites/libraries and have announcements made at meal site locations
  - Send updates through email to providers (DCHO, ICH Outreach and ERSO WG)
  - Encourage clients and providers to sign up for AlertDC text/email for weather updates and HopeOneSource text for weather/service updates
  - Continue to update the COVID Services GoogleDoc
  - Bring updates to ERSO Committee and sub workgroups (as needed) ★ ★ ★

# Communication: Feedback



- ❖ What else do we need to be thinking about?
  - What else is needed for Initial Outreach?
  - What else is needed for Update Outreach?
- ❖ Any feedback on the draft flyer?

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# Available Resources



- ❖ Seasonal Shelter will be 24/7 and will have meals, bathrooms, etc.
- ❖ Many of our providers are providing services outdoors as well as access by appointment to laundry and shower (please see GoogleDoc for full list)
- ❖ Libraries are open, but have limited access time per patron.

# Opening Safely



- ❖ We are interested in how other location might be able to open safely for our consumers.
- ❖ DHS is considering making limited expansions to capacity of DDSC.
- ❖ Are there other places around the city people could go for additional capacity?
- ❖ Are there providers around the table that have available space who would be willing to talk about ways to further open their spaces safely?

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# Election/Results Prep for Unsheltered



Pathways to Housing Outreach Team covers the Downtown area. Their current plans are as follows:

- Outreach rounds to let individuals know there may be increased police presence, crowds, and protests on election night (or nights following)
  - ✓ Provide fliers with shelter hotline, shelters available, meal sites, important phone numbers
- Create safety plans with clients, so they have an individualized plan if there are protests
- Provide bus tokens/metro cards/lift rides to clients if they want to go to other locations around the city
- Loop in client's other supports (CMs/ACT Teams)

# Election/Results Prep for Unsheltered



- ❖ What information/actions are we missing?
- ❖ Are there other ways we should be trying to get word out to consumers on what to potentially be prepared for?
  - Announcements at food sites/libraries/etc.
- ❖ What other areas of the city should be focused on?
  - Capitol/Supreme Court? Large Encampments?
- ❖ How best to coordinate so people know where we have access in our system?
  - eg. directing people to shelter hotline

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Adjournment



# Next ERSO Meeting Date



- ❖ Falls the day before Thanksgiving
- ❖ Will plan to reschedule for for the first week in December.
  - Meeting date: December 2nd
  - Calendar invitation will be updated

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